

**Illinois Department of Healthcare and Family Services
Optical Program Overview for ACEs and CCEs**

Basic Overview

The optical benefit is different from other benefits because providers must submit a claim to HFS *before* the fabrication of eyeglasses begins. For other programs, billing occurs after services are rendered.

In most cases, the Illinois Department of Corrections (IDOC) manufactures the glasses. Optical supplies such as low vision devices, contacts, special eyewear and all other materials not available through IDOC require prior approval by HFS.

HFS does not limit the quantity of glasses children <21 years of age receive in a year. Adults aged 21 are limited to one pair of eyeglasses every two years. For more information, see [the Provider Bulletin Provider Bulletin \(PDF\)](#) (O-200-12-01).

Eyeglass Claims, Fabrication and Delivery Process

A client should seek services from an optical provider enrolled with HFS. The provider will give an eye exam. The client will choose frames from a selection of eyeglasses on a frame board that IDOC supplies.

The provider will mail a paper Optical Prescription Order (OPO) and a paper provider invoice (Form 1443) to HFS. The provider will bill the dispensing code 92340 or 92341 or repair code 92370. Providers should mark "All Providers" as well as their Provider Type. ([The Handbook for Providers of Optometric Services](#) offers more information on how to complete the forms.)

HFS processes OPOs and sends them to HFS contractor Dixon Correctional Industries (a part of IDOC) by UPS daily. If HFS approves the claim, HFS also sends an electronic approval to fabricate the eyeglasses to IDOC. This process also happens daily.

IDOC will fabricate and mail the eyeglasses to the provider address listed on the OPO. The provider must contact the client to inform them their eyeglasses are ready, fit the eyeglasses, ensure the eyeglasses work for the client, and handle returns as needed. IDOC provides a 90-day warranty on frames, and returns will go straight to IDOC. After eyeglasses are delivered, IDOC bills HFS directly for the fabrication.

The entire process can take approximately six weeks.

Upcoming Changes to Electronic Processing

To expedite fabrication and delivery of eyeglasses, HFS will implement an Electronic OPO and Claim. The OPO will be available on HFS's [MEDI site](#). (Providers must register.) Providers will enter the optical prescription information into MEDI at the same time as the claim. Both will be sent to IDOC's system electronically.

Contacts for Further Information

Optical Billing Consultant: 1-877-782-5565 (press option 3 and then option 4).

IDOC Toll Free Information Line: 1-800-523-1487